

Notice of References CitedApplication No.
09/162,825Applicant(s)
Barbara J. Boe, et al.Examiner
Mussie TesfamariamGroup Art Unit
2764

Page 1 of 1

U.S. PATENT DOCUMENTS

	DOCUMENT NO.	DATE	NAME	CLASS	SUBCLASS
<input checked="" type="checkbox"/>	5,974,398	10/1/1997	Hanson et al	705	14
<input checked="" type="checkbox"/>	5,041,972	8/1/1998	Frost	364	401
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					
<input type="checkbox"/>					

FOREIGN PATENT DOCUMENTS

	DOCUMENT NO.	DATE	COUNTRY	NAME	CLASS	SUBCLASS
<input checked="" type="checkbox"/>	N 0,139,313	8/1983	Europe	Chaum David	--	----
<input type="checkbox"/>	O					
<input type="checkbox"/>	P					
<input type="checkbox"/>	Q					
<input type="checkbox"/>	R					
<input type="checkbox"/>	S					
<input type="checkbox"/>	T					

NON-PATENT DOCUMENTS

	DOCUMENT (Including Author, Title, Source, and Pertinent Pages)	DATE
<input checked="" type="checkbox"/>	U Multimedia & Videodisc Monitor, Edge of Chaos, PP 1-4	4/1995
<input checked="" type="checkbox"/>	V Scott e. Sampson, Decision Sciences, Ramifications of Monitoring Service Quality Through passively Solicited Customer Feedback, PP 601-605	9/1996
<input checked="" type="checkbox"/>	W Leslie Marable, Marketing and Commerce, PP 1-2	3/1997
<input checked="" type="checkbox"/>	X Groupware users, Business Computing Brief, PP 1-2	4/1995